EXAMINATION ANNOUNCEMENT

SUPERVISING INSURANCE COMPLIANCE
OFFICER, DEPARTMENT OF INSURANCE
DEPARTMENTAL OPEN
SALARY RANGE \$5,364 - \$6,478

Insurance

An employer offering equal employment opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation

How to Apply

FINAL FILING DATE: WEDNESDAY, DECEMBER 24, 2008 DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD Send application to:

California Department of Insurance 300 Capitol Mall, 13th Floor Sacramento, CA 95814 Attention: Tiffany Chew

Application (form STD. 678) must be **POSTMARKED** no later than the final filing date. Applications postmarked, personally delivered or received via interoffice mail after the final filing date will not be accepted for any reason. If you have a disability and need special testing arrangements, mark the appropriate box on the application. You will be contacted to make specific arrangements.

Requirements for Admittance to the Examination

All applicants must meet the educational and/or experience requirements for this examination by the **December 24, 2008**.

MINIMUM QUALIFICATIONS

Either I

Experience: One year of experience in the California state service performing the duties of a Senior Insurance Compliance Officer (Specialist), Department of Insurance.

Or I

Experience: Two years of experience in the California state service performing the duties of an Associate Insurance Compliance Officer, Department of Insurance.

Or II

Experience: Five years of progressively responsible qualifying insurance industry experience* including two years in a supervisory capacity responsible for three or more claims adjusters or underwriters. (Experience in the California state service applied toward this requirement must be at the level of responsibility provided in the promotional pattern.) **and**

Education: Equivalent to graduation from college or equivalent degree approved by the Bureau for Private Postsecondary and Vocational Education under the provisions of California Education Code Division 10, Part 59, Chapter 3. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

*<u>Definition of Experience</u> – Experience at an insurance company working as either:

- 1) An underwriter determining acceptability, coverage, appropriate rating plans, and any judgment based rate deviations of factors; or
- 2) A claims adjuster investigating, evaluating, negotiating, and settling claims with respect to coverage, liability, and damages; or
- A fire or casualty insurance agent or broker handling multiple lines of insurance coverage and making determinations regarding coverage needs, risk information, and renewal account servicing; or
- 4) An insurance consumer advocacy position working on consumer issues, complaints, legislation, or insurer compliance.

Position Description

Under general direction incumbents plan, organize, and direct staff engaged in insurance regulatory and related work, which may include consumer insurance education and outreach functions; assist in establishing Bureau policy and procedures; examine, analyze, and evaluate the facts obtained and the provisions of applicable insurance contracts; determine which cases should be referred to attorneys for disciplinary proceedings or forwarded for executive review; act as the final conciliator in the most complex disputes and misunderstandings in an attempt to reach an amicable settlement between insurer and insured; oversee multiple job sites in the examination process; review complaint file documentation or market conduct examination reports to verify that proposed resolutions to violations or examination criticisms are effective and achieve compliance; enforce consistency of operations within the Bureau; lead and participate in enforcement actions; prepare written annual performance evaluations for direct report staff; participate in the recruitment and hiring process; develop individual training plans for staff development and provide training; are responsible for the most complex and sensitive projects as assigned; and conduct quality control reviews of staff work product; represent the Bureau at meetings and industry functions as directed by the Bureau Chief; and do other related work.

Positions are located in Sacramento, San Francisco, and Los Angeles.

Examination Information

QUALIFICATIONS APPRAISAL INTERVIEW – WEIGHTED 100 %

This examination will consist of a qualifications appraisal interview weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview. Candidates should list all experience on the application (STD 678) relevant to this examination. Applicants who do not appear for the interview will be disqualified from the examination.

It is anticipated that interviews will be held during January/February 2009.

Examination Scope

In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of experience, emphasis will be on measuring competitively, relative to job demands, each competitor's:

Knowledge of:

- 1. Insurance codes, laws and regulations, legal opinions, court decisions, CDI and bureau policies and procedures in order to apply compliance procedures (e.g., California Insurance Codes, California Code of Regulations)
- 2. Supervisory principles, practices and techniques to plan, oversee and direct the work activities of subordinate employees
- 3. The department's Equal Employment Opportunity program objectives
- 4. A supervisor's role in the Equal Employment Opportunity program and the processes available to meet those objectives

Skill to:

- 1. Read and comprehend reports, memos, manuals, and other job-related materials and documents
- 2. Listen intently to gather relevant information
- 3. Handle administrative procedures (e.g., employee leave requests, time sheet approval, workers' compensation issues) within the work unit in a timely and effective manner
- 4. Delegate work assignments and the appropriate level of responsibility to subordinate staff
- 5. Speak about and explain insurance issues at an appropriate level given the audience in question (e.g., consumers, insurance companies, superiors, staff)
- 6. Manage projects ensuring that end products or services are delivered on schedule

Ability to:

- 1. Analyze documents and reports for accuracy and compliance
- 2. Communicate verbally in a clear and effective manner
- 3. Document all verbal and written communications accurately
- 4. Make decisions about policies and procedures
- 5. Exercise diplomacy when discussing problems and issues
- 6. Enforce procedures to ensure compliance with Department and Bureau policies
- 7. Interpret laws and regulations
- 8. Think critically and logically
- 9. Work collaboratively with others
- 10. Keep communication open
- 11. Act professionally when dealing with the public and departmental employees (at all levels)
- 12. Counsel and mentor subordinate employees to improve performance, productivity and expertise
- 13. Be sensitive to others' needs and feelings and to be understanding and helpful on the job
- 14. Lead, take charge, be objective, and offer opinions and direction to superiors and subordinates
- 15. Analyze situations accurately and thoroughly in order to determine and implement effective, appropriate course of action
- 16. Deal with sensitive matters in a tactful and effective manner
- 17. Negotiate to reconcile differences and disagreements
- 18. Effectively contribute to the department's Equal Employment Opportunity objectives

Special Personal Characteristics

Willingness to travel and work away from the office.

SUPERVISING INSURANCE COMPLIANCE OFFICER, DOI FINAL FILING DATE: DECEMBER 24, 2008

Eligible List Information

A departmental open eligible list will be established for the California Department of Insurance. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

Career Credits and Veteran's Preference points will not be granted in this examination.

GENERAL INFORMATION

The Department of Insurance reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

For an examination without a written feature, it is the candidate's responsibility to contact the Department of Insurance, Human Resources Management Division, (916) 492-3311 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at the Department of Insurance offices, the State Personnel Board, local offices of the Employment Development Department, and on the internet at www.spb.ca.gov.

If you meet the requirements stated on the reverse, you may take this examination. Your performance in this examination will be rated against a predetermined rating criteria. All competitors who pass will be ranked according to their scores. Meeting the entry requirements does not assure success in the examination or placement on the employment list.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, are used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. Candidates must be in a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment of records and personal history and fingerprinting may be required.

California Relay (Telephone) Service for the Deaf of Hearing impaired: From TDD phones: 1-800-735-2929, from voice phones: 1-800-735-2922

Department of Insurance Human Resources Management Division 300 Capitol Mall, 13th Floor Sacramento, CA 95814 (916) 492-3300 Release Date: 11/14/08 Exam Code: 8IN20 VJ30-8560

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It is an objective of the State of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.